

Regulatory Update

Health & Wellbeing Board – 20th September 2023

The framework for ICS/LA



Assessment of Adult Social Care

5 pilots during summer 2023:

- Birmingham City Council
- Lincolnshire County Council
- North Lincolnshire Council
- Nottingham City Council
- Suffolk County Council

CQC will provide a report and indicative scores for all the quality statements. Overall indicative rating will be published on the CQC website in November.

Any learning will be incorporated into the formal assessments which will start later this year, rather than in September as previously planned.

CQC is currently developing how it will select the first local authorities to be assessed and will publish more information on this before the start of formal assessments.

4 domains and 9 Quality Statements

Working with People	Providing Support	Ensuring Safety	Leadership
Assessing needs (including unpaid carers)	Care Provision, Integrity and continuity	Safe systems, pathways and transitions	Governance, management and sustainability
Supporting people to lead healthier lives	Partnerships and Community	Safeguarding	Learning, improvement and innovation
Equity in Experiences and outcomes			

Assessment of integrated care systems

2 pilots:

- Birmingham and Solihull Integrated Care System
- Dorset Integrated Care System

Three themes:

Quality and safety

Integration

Leadership

Assessments will be based on evidence gathered under **6 categories**:

- People's experience of health and care services
- Feedback from staff and leaders
- Feedback from partners
- Observation
- Processes
- Outcomes

Case tracking will be included as part of the pilots.

For each integrated care system in the pilot, CQC will provide a report of the findings from the assessment. Confirmation from the Secretary of State for Health and Social Care about including ratings for the pilot assessments is awaited.

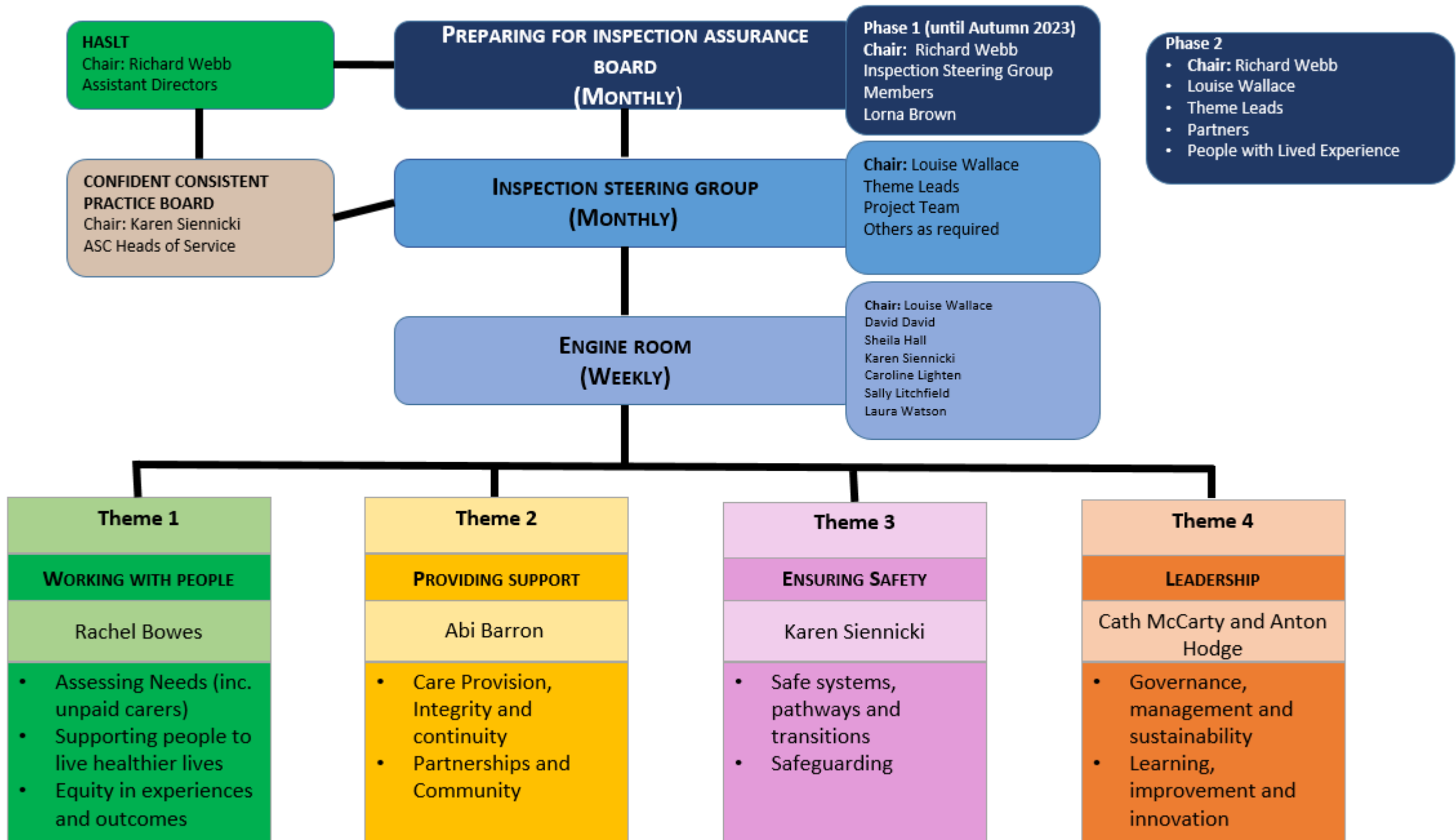
Any learning from the pilots will be incorporated into the formal assessments, which will start in 2024.



When “The Inspector Calls”

Small CQC team with senior external advisors:

- **Week 1:** Pre-assessment work e.g. planning, requests for information
- **Weeks 2-3:** Data gathering and analysis, document reviews
- **Week 4:** Approx. four site day visit for interviews, discussion forums, focus groups
- **Week 5:** Report drafting & Q&A
- **Week 6:** Feedback & evaluations
- **Week 8:** Report Issued.....



What we're doing to prepare:

June 2023

Phase 1 of “Mock Inspection” by Dr Carol Tozer. Largely desktop, with group discussion with HAS Leadership Team and colleagues.

November 2023

Phase 2 of “Mock Inspection” – site visit by Carol Tozer, along with Regional Peer Team. Case audits and focus group discussions with NYC colleagues, partners and people with lived experience

Ongoing actions to prepare

- Action plan against identified **priorities for action** over the coming months
- Maintain the impetus on **data quality** as client level data will be key
- Retain focus on quality of **practice** and the voice of practice as this will tell us much more
- Building in some **capacity** to lead, investigate, identify, action plan & implement improvement activities (e.g. Advanced Practitioners)
- Review all of our **engagement activities** to demonstrate co-production and links to performance improvement & shaping change – strong focus from CQC
- Work with our **providers and partners** who will also be inspected under this single assessment framework – avoid duplication of effort
- **Communicate and prepare** our colleagues, our partners and the people who we provide services to about this new approach
- Continue preparation & collation of the **‘evidence chest’** – we want qualitative as well as quantitative information to develop our narrative, our stories, shine a light on everything we do everyday in every part of the county

7 ASC Improvement areas and 3 Public Health Big Ticket issues

- Waiting Well
 - Reviews
 - Direct Payments
 - Carers
 - Reablement
 - Home First
 - Complex Care
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- Best start in Life
 - Getting people moving more
 - Health ageing

The “Evidence Chest”

